

**FRANKLIN COUNTY
DEPT. of JOB and FAMILY SERVICES
80 East Fulton Street
Columbus, Ohio 43215**

J O B A N N O U N C E M E N T

POSITION TITLE: Income Maintenance Aide 2
CSS/TCM Unit (Bargaining)

PCN: 102161
Unit: 2060

DEPARTMENT: South Community Opportunity Center

P.R.: 05

RESPONSIBILITIES: Conduct interviews with customers to assist in meeting current needs. Research status of applications. Assist customers in completing Healthy Start, PRC and Child Care applications. Refer customers to other service agencies. Assist customers in locating child care provider. Cancel and reschedule appointments for case managers. Print and mail out requests for information. Meet with customers who need basic medical to complete affidavits, and gather materials needed to complete CMS packages. Coordinate with case manager and forward CMS package to SSI/Case Management. Annotate any customer contact and provide information to case manager.

Maintains control logs for walk-in intakes, CMS packages, hospital referrals, for healthy start, childcare and transportation applications, and RMS forms. Control logs used for unit reports. Process mailings for W-4 alerts and child care reapplications. Follow-up on childcare re-determination packages. Maintain unit file system. Provide coverage for other areas as needed.

MINIMUM QUALIFICATIONS: Ability to calculate fractions, decimals and percentages; complete forms and write routine correspondence plus: 3 courses in public relations (or 3 months experience); 3 courses in office practices and procedures (or 3 months experience); 100 hours training in typing (or 1 month experience); or equivalent.

SCREENING CRITERIA:

Experience in determining appropriate needs of customers.

Experience in customer service techniques.

Experience in record keeping.

STARTING SALARY: \$10.40 per hour/180 day probationary period.

DATE POSTED: Thursday, June 1, 2006

DEADLINE FOR APPLYING: Wednesday, June 7, 2006, at 5:00pm.

If interested, please send application/resume' to the Franklin County Human Resources Department, 373 South High Street, 25th Floor, Columbus, Ohio 43215.

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